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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McConnell et al.** ) Examiner: **Bui, Bing Q.**  
)  
Serial No.: **10/645,917** ) Art Unit: **2642**  
)  
Filed: **August 20, 2003** ) Confirmation No. **9581**  
)  
For: **Method and System for Selecting a Preferred** )  
**Contact Center Agent Based on Agent** )  
**Proficiency and Performance and Contact** )  
**Center State** )

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

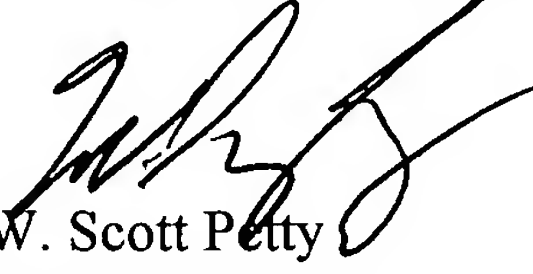
The undersigned certifies the following: That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application. To the knowledge of the undersigned, no item of information contained in the information disclosure statement was known to any individual designated in § 1.56(c) more than three months prior to the filing of this information disclosure statement. Specifically, these references were cited in U.S. Application No. 10/251,320 on August 19, 2005.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 12, 2005.

  
W. Scott Petty, Reg. No. 35,645

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,



W. Scott Petty

Reg. No. 35,645

King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105015 US  
3869448

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*COPY DOCKET NO.  
0711740SERIAL NO.  
10/645,917FILING DATE  
August 20, 2003APPLICANT  
McConnell et al.GROUP  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
	AB	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
	AC	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
	AD	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

**FOREIGN PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.